

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

In each of the last five years:

1) How many times were the next of kin (or the estate) of deceased council tenants advised they would have to pay rent to cover a notice period to end the tenancy upon death?

2) Subsequently how many times were such payments made to the council and how much were the payments in each specific case and in total?

3) What amounts of rent arrears have been left by deceased tenants?

In order to provide you with the information on the scale that you have requested would require a trawl through 865 cases using 3 separate databases.

We've identified the cases from the rents system where a tenancy terminated in the last 5 years due to the death of the tenant and a debt remained outstanding. The debt is then raised as an invoice on the debtors system.

To respond to questions 2 and 3 of the FOIA request each case would need to be looked at manually, using the Agresso system for the period 1.4.2009-31.3.2012 and the Whealdon system 1.4.2007-31.3.2009. Agresso replaced Whealdon in April 2009.

We estimate that it will take approximately a minimum of 3 minutes to look at every case to extract the information required, therefore, this will equate to 43.25 hours of work.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for Local Authorities is set at £450. This represents the estimated cost of one person spending 2.5 working days in determining whether the department holds the information, locating, retrieving and extracting the information.

This is therefore a Refusal Notice under section 17.1 of the Freedom of Information Act, because under the provisions of section 12.1 of the Act, the Council estimates that to comply with your request in its current form will exceed the appropriate limit.

You may wish to refine your request by narrowing its scope by being more specific about what information you particularly wish to obtain, including any dates or period of time relevant to the information required.

4) How many times have debt recovery companies been used to recover such arrears and what amounts were recovered?

None

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

**Information Governance Manager
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG
e-mail: foia@leicester.gov.uk**

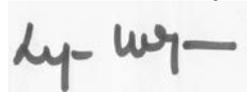
Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

**Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk**

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.

Yours sincerely



**Lynn Wyeth
Information Governance Manager**